

**CODE: 1810
FLSA: EXEMPT
GRADE: 24**

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: OPERATIONS SUPERINTENDENT
GENERAL MAINTENANCE
PUBLIC WORKS DEPARTMENT**

GENERAL STATEMENT OF JOB

Under limited supervision, performs advanced managerial and administrative work in overseeing and directing Street Maintenance, General Maintenance, and Sanitation Divisions. Work involves supervising full-time and seasonal employees increasing during weather-related emergencies; rating streets; inspecting sidewalks, curbs, gutters, driveway aprons, and storm sewer systems; recommending contractual projects; overseeing contractual concrete and street maintenance and repair; preparing operating and capital improvement budgets; handling complaints from the public effectively and ensuring compliance with safety requirements; maintaining reports, files, and records relating to personnel policies, Division projects, and private contractor developments; solving complex operational problems; coordinating activities with other Public Works divisions and other Town of Vienna departments on an as-needed basis; attending Council and work session meetings as required; and responding to emergencies on an on-call basis. Reports to the Director of Public Works.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Supervises operations of Street Maintenance, General Maintenance/Traffic Engineering, and Sanitation Divisions.

Reviews work orders and complaints that include but are not limited to asphalt, storm drainage, concrete, trash, and traffic signals; assigns work accordingly.

Surveys Town for reported Special Pickups; records incidents of illegal dumping on Town right-of-ways in accordance with the Special Pickup Program regulations.

Rates streets; inspects sidewalks, curbs, and gutters, driveway aprons, and storm sewer systems annually.

Recommends projects; prepares cost estimates for annual budgetary consideration.

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Plans, assigns, and supervises, either directly or through supervisors, contractual and in-house projects.

Budgets for critical needs of the divisions; recommends new types of equipment and new programs for the divisions.

Prepares operating and capital improvement budget for the Street Maintenance, General Maintenance/Traffic Engineering, and Sanitation Divisions.

Counsels, evaluates, and makes recommendations concerning personnel matters; approves leave; evaluates division supervisors; reviews other employees' evaluations; interview position applicants; recommends hiring.

Administers and keeps records of safety procedures; inspects job sites for safety, performance, and conformity to all Town of Vienna policies and procedures.

Prepares and maintains reports, files, and records relating to personnel, policies, Division projects, and private contractor developments.

Maintains valid Virginia Commercial Driver's License in good standing both Class A and Class B.

Performs work on-call in emergencies.

Attends Town of Vienna Council meetings and work sessions as required.

Receives and/or reviews various records and reports such as citizen complaints/work orders, division expenditures, solid waste disposal tickets, employee disciplinary action forms, and weather reports.

Prepares and/or processes various records and reports such as supervisor's evaluations, street rating information, street dimension information, work orders, and emails.

Refers to Virginia Work Zone Protection manual, Manual Uniform Traffic Control Devices, Town of Vienna Administrative Regulations, Town of Vienna Safety Manual, Town Budget Expenditure Reports, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of vehicles and equipment such as pickup truck, tandem dump truck, single axle dump truck with sander, front-end loader, backhoe, trash truck, leaf loader, bucket truck, asphalt spreader, roller, computer, printer, etc.

Uses a variety of tools such as measuring tools, calculator, office telephone, cell phone, small mechanic's tools, etc.; a variety of supplies such as asphalt paving mix, thermoplastic, ready mix concrete, Class 1A rip rap, salt/sand/magnesium chloride, general office supplies, etc.; and a variety of computer software such as Microsoft Word, Microsoft Office, Microsoft Excel, etc.

Interacts and communicates with various groups and individuals such as the Director of Public Works, Town Manager, Mayor and Town Council, Department Directors, Superintendents, Public Works Administration staff, and the general public.

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ADDITIONAL JOB FUNCTIONS

Operates heavy equipment such as skid-steer loader, front end loader, backhoe, single and tandem dump trucks, snow plow, sander, leaf loader, bucket truck, asphalt spreader, roller, etc. for other Town of Vienna departments on an as needed basis.

Orders materials.

Maintains working relationships with contractors.

Assists in the preparation of professional or social function.

Provides job-related historical knowledge when requested.

Performs general administrative / clerical work as required, including but not limited to attending and conducting meetings, preparing reports and correspondence, copying documents, compiling data for reports, etc.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with six to nine years of progressively responsible experience in public works, including responsible supervisory experience; or any equivalent combination of education, training, and experience, which provides the required skills, knowledge, and abilities. Must have a valid State Class A and Class B Commercial Driver's License. Must have Flagging Certification.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment, including backhoes, ditching machines, boring machines, hydro-hammers, air compressors, shovels, rakes, hand tools, etc. Requires the ability to maintain body equilibrium when bending, stooping, crouching, climbing, reaching and/or stretching arms, legs or other parts of body, and to physically maneuver over and/or upon varying terrain, surfaces, or physical structures. Must be able to exert in excess of 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 25 pounds of force constantly to move objects. Physical demand requirements are those for Very Heavy Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people, or things.

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Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of assignments and/or directions to subordinates and/or receiving direction from supervisor.

Language Ability: Requires the ability to read a variety of technical reports, letters, budget reports, spreadsheets, diagrams, analyses, permits, etc. Requires the ability to prepare correspondence, reports, forms, budgets, studies, assessments, contracts, purchase orders, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including engineering, personnel, etc.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; to multiply and divide; to utilize decimals and percentages; and to understand and apply practical theories of algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have eye/hand/foot coordination. Requires the ability to drive a vehicle.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress and/or emergency situations. Must be adaptable to performing work in all kinds of weather.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone.

PERFORMANCE INDICATORS

Knowledge of the Job: Has thorough knowledge of the methods, policies, and procedures of the General Maintenance Division Public Works Department as they pertain to the performance of duties of the Operations Superintendent. Has thorough knowledge of the laws, ordinances,

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standards, and regulations pertaining to the specific duties and responsibilities of the position. Has considerable knowledge of construction/engineering theories and practices as applied to assigned public works maintenance and construction projects. Has thorough knowledge of the methods, materials, tools, and equipment used in road maintenance and management. Has knowledge in the areas of civil engineering, public works and methods of operation budget administration, and personnel. Has thorough knowledge of equipment, vehicles, tools, and facilities required for safe and efficient operation of the department. Has knowledge of the requirements, policies, and procedures of various media outlets necessary for promotional activities. Is able to plan and develop daily, short- and long-term goals related to Town purposes. Is able to plan and coordinate the most effective use of personnel, facilities, and resources to achieve department goals. Has knowledge of how to apply supervisory and managerial concepts and principles. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to offer training and assistance to co-workers and employees of other departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear, and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Has thorough knowledge of proper English usage, vocabulary, spelling, and punctuation. Is able to compile, organize, and utilize various financial information necessary in the preparation of the departmental budget, and knows how to prepare and monitor the budget. Is able to make required mathematical computations with accuracy and speed. Has thorough knowledge of modern office practices and technology. Has knowledge of and skill in the use of computers for word processing and records management. Has knowledge of applicable occupational hazards and safety precautions. Is able to exercise tact and courtesy in frequent contact with consultants, contractors and the general public. Is able to make oral presentations before large groups of people. Is able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

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Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, coordinates, and uses information effectively to enhance activities and production. Knows and understands expectations regarding the activities and works to ensure such expectations are met. Designs and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with other Town officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the Town. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

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Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of Town goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department and Town. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews department policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.